

# INDIANA

Claimant Self Service System



**REOPENED CLAIM FILERS**

**WorkOne**



Welcome to the Claimant Self Service tutorial. This tutorial was developed to show you what to expect and how to navigate the screens you will see if you decide to file an Unemployment claim.

Good Afternoon Friday, August 29, 2008 Help | Contact | Resources

## LOGON

unemployment programs

Congratulations, you have successfully created an account. Please login using the User ID and Password you specified.

### Please Logon

Fields marked with an asterisk \* are required.

User Name \*  
(3 - 20 characters)

Password \*  
(8 - 20 characters)

**Important Change to Note:** Due to a change in security standards for Uplink CSS, you may be required to change your current User Name and/or Password. New standards require 3 - 20 characters for the User Name and 8 - 20 characters for the Password. You will be prompted to change your User Name and/or Password if they do not meet the new security standards.

Note: Passwords in Uplink are allowed to be mixed case (Upper and Lower Case).

### Important Information

Welcome to the Indiana Department of Workforce Development Claimant Self Service Website.

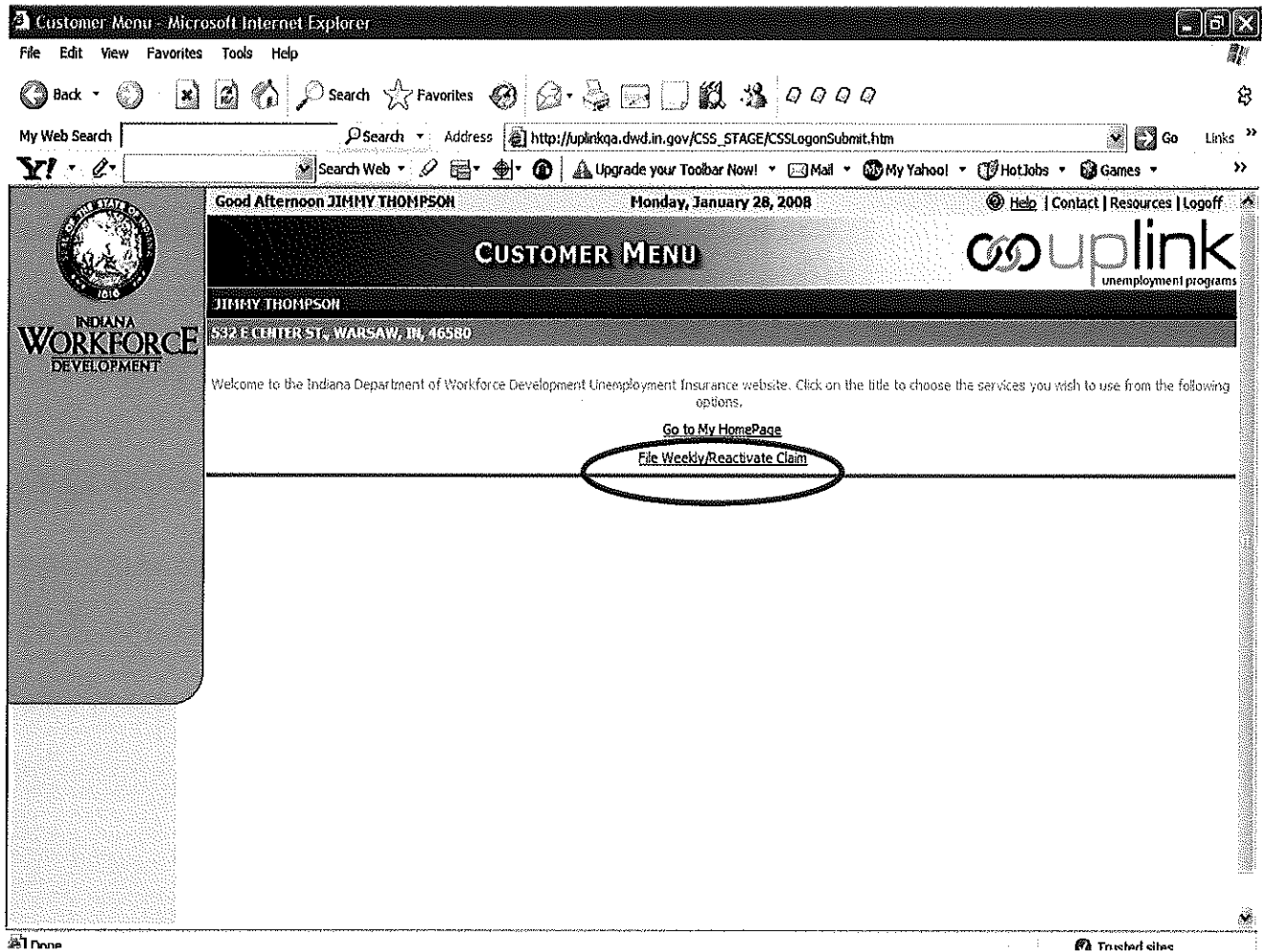
**First Time Using Uplink ?** Click on the New User button to begin the process of creating an account.

As some browser buttons can cause unexpected results, please do not use the BACK button or any other external browser buttons. Use only the navigation buttons provided within Uplink. Also, Uplink uses some pop up windows to display certain information such as help content and various other links. Most pop up blocker programs allow you to hold down the "Ctrl" key on your keyboard while clicking a link, to allow a pop up window to open.

Since you already have an active Uplink account, you may begin by logging into the system. This is done by entering your user name and password, and clicking the **Logon** button.

If you forget your username or password, you can click on the appropriate button. You will then be asked for your Social Security number and date of birth, and be required to answer your security question. Once this information is successfully entered, your password will be reset. You must then create and reenter a new password.

If you clicked on the **Forgot Username** button, pay close attention to the Username that will be displayed for you after you enter your security answer. This is how you will need to spell your Username when you log back in.



Once you've logged into your account, select "File Weekly / Reactivate Claim."

Apply for Benefits : Initial Filing - Microsoft Internet Explorer

File Edit View Favorites Tools Help


Back Forward Stop Search Favorites Home

Address <https://stg.dwd.in.gov/CSS/InitialFiling2.htm?smartLink=ReopenClaim> Go Links

Google G- Go Bookmarks 1662 blocked Check AutoLink AutoFill Send to Settings

Good Afternoon John Jones Friday, August 29, 2008 Help Contact Resources Logoff

## APPLY FOR BENEFITS : REACTIVATE FILING



Fields marked with an asterisk \* are required.

Are you currently self-employed? \* ☐ Yes ☒ No

Are you currently attending school or training? \* ☐ Yes ☒ No

Is there a medical reason you cannot accept full-time work? \* ☐ Yes ☒ No

Is there any other reason you cannot accept immediate full-time employment? \* ☐ Yes ☒ No

Are you able and available for full-time work? \* ☒ Yes ☐ No

**Hint: Be sure to answer Yes to this question if you are ready, willing and able to accept full-time work and start that job when offered. Also answer Yes if you have been laid off and you have a return to work date; or if you are a member of a union with a hiring hall.**

Next

**INDIANA WORKFORCE DEVELOPMENT**

- Reactivate Filing
- Employment
- Separation
- Summary
- Submit
- Confirmation

start | Inbox - Microsoft ... | Screen Shots - Me... | RE: Screen Shots ... | Apply for Benefits... | 12:41 PM

Once selected, the page should look like the one above. Answer the questions by clicking the circle next to your desired answer. If you are unsure how to answer any of these questions you may contact Indiana Department of Workforce Development's Uplink Customer Service Center by calling 1-800-891-6499 for assistance.

Click Next at the bottom of the page to continue.


Apply for Benefits : Separating Employer - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Print

Address <https://stg.dwd.in.gov/CSS/CSSEmployerInfo.htm> Go Links

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**INDIANA WORKFORCE DEVELOPMENT**

- Initial Filing
- Employment
- Separation
- Other
- Work Search
- Occupation
- Summary
- Submit
- Confirmation

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## APPLY FOR BENEFITS : SEPARATING EMPLOYER

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JOHN N JONES

Your base period is from 04/01/2007 to 03/31/2008.

Employer Name	Select your Last Employer	Dates of Employment
Note: The end date is required for the last employer		
MONACO COACH CORPORATION, DBA MONACO COACH CORPORATION	<input checked="" type="radio"/>	06/04/2001 (mm/dd/yyyy) to 08/29/2008 (mm/dd/yyyy) <a href="#">Remove</a>

If your last employer is not listed above, use one of the following buttons to add your last employer.

[Add Indiana Employer](#)
[Add Federal Employer](#)
[Add Military Employer](#)
[Add Out of State Employer](#)

Note: A last employer must be selected above before continuing

[Next](#)

start Unread Mail - Micro... Screen Shots - Me... Apply for Benefits... Microsoft PowerP... 12:22 PM

Names of employers you have worked for in the past will automatically appear on this screen. If one of the employers listed is your most recent employer, (the very last employer you worked for, even if it's part-time) you should click on the appropriate circle in the **Select your Last Employer** column, enter the dates of employment, and click on Next at the bottom of the screen.

Apply for Benefits : Separation - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://slg.dwd.in.gov/CSS/CSSSeparation2.htm?action=pageRefresh>

Google [Go](#) [Links](#)

Go [Back](#) [Forward](#) [Home](#) [Search](#) [Favorites](#) [Print](#) [Check](#) [AutoLink](#) [Send to](#) [Settings](#)

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## APPLY FOR BENEFITS : SEPARATION

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Employer Name: \_\_\_\_\_

Reason Employment ended: \* Laid Off/Lack of Work Select the reason you were separated from your most recent employment

If Quit or Discharge, select the reason why? Laid Off/Lack of Work

Will you be returning to work for this employer and have been given a return to work date? \* ☐ Yes ☒ No

If you will be returning to work for this employer, enter return to work date:  (mm/dd/yyyy)

Last date for which wages will be paid: \* 08/29/2008 Mark "yes" if you are being paid accrued vacation pay

Will you/are you receiving separation pay from this employer? \* ☐ Yes ☒ No

Will you/are you receiving vacation pay from this employer? \* Yes ☐ No

[Next](#)

**INDIANA WORKFORCE DEVELOPMENT**

- Initial Filing
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Done [Internet](#)

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Here, you will select the reason your employment ended along with other information regarding your separation.

The last date for which wages will be paid is the last day you were actually paid for, not the day you received your last paycheck. In other words, if you last worked on a Wednesday the 8<sup>th</sup> and were paid for 2 additional days of vacation through Friday the 10<sup>th</sup>, the last date for which wages will be paid to you would be that Friday the 10<sup>th</sup>, even if you don't get your check until the 17<sup>th</sup>.

**Employees receiving separation pay and/or vacation pay must select "yes" as the answer to those questions.**

Apply for Benefits : Summary - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://stg.dwd.in.gov/CSS/CSSSelectOccupation.htm>

Google [Go](#) [Links](#) [Settings](#)

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## APPLY FOR BENEFITS : SUMMARY

**JOHN N JONES**

Please carefully review each section of the information you have provided.  
If you need to change something, select "Edit" button which will take you back to that section to make changes.

Personal Information			
First Name:	JOHN	Middle Initial:	N
Last Name:	JONES	Suffix:	
Date of Birth:	04/21/1953	Gender:	Male
Other Last Name worked under 1:	Other Last Name worked under 2:		
Other Last Name worked under 3:			
<a href="#">Edit</a>			
Country:	USA	Mailing Address:	10 N. SENATE AVE,
Mailing Address City:	Indianapolis	Mailing Address State:	IN
Mailing Address Zip code:	46217		
<a href="#">Edit</a>			
Home Telephone:	111-111-1111	Alternate Telephone:	111-222-2222
Cellular Telephone:	Fax Number:		
Email Address:			
<a href="#">Edit</a>			

start | Unread Mail - Mic... | Screen Shots - Me... | Apply for Benefits... | Microsoft PowerP... | 12:26 PM

The summary page will then be displayed. You should review the entries you made while scrolling to the bottom of the page. Clicking on the **Edit** button below any of the sections will take you to the applicable screen to make any corrections/additions needed.



Apply for Benefits - Summary - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Home Search Favorites Print

Address <https://stg.dwd.in.gov/CSS/CSSSelectOccupation.htm> Go Links

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Union Dues Paid Through Date

Are you/will you receive pension pay from a base period employer? No

Did you/will you receive either a 401K lump sum distribution or a 401K monthly distribution from a base period employer? No

If you are eligible to receive benefits, would you like Federal income tax withheld from your claim check? Yes

Do you have a definite start / return to work date with any employer you have not told us about on a previous screen? No

If yes, what is your start / return to work date?

Edit

**Work Search**

Primary occupation you are looking for : Assembly Worker

Secondary occupation you are looking for : Fabricator

Nearest workforce one center: ELKHART

What was your rate of pay from MONACO COACH CORPORATION, DBA MONACO COACH CORPORATION: 18.00 per Hour

Lowest rate of pay you are willing to accept: 18.00 per Hour

If you have stated a higher wage than your last wage, please explain why?

Edit

**Occupation**

Occupation: Assemblers and Fabricators, All Other

Edit

Once you have reviewed all of the above information, select 'Next' below

Print Next

start Unread Mail - Micro... Screen Shots - Micro... Apply for Benefits... Microsoft PowerP... 12:26 PM

Once you are satisfied with all answers given, you may click the **Print** button to print this page if desired. Then click on the **Next** button.

Apply for Benefits : Submit Claim - Windows Internet Explorer

Apply for Benefits : Submit Claim

Good Afternoon JOE SMITH Monday, December 4, 2006

**APPLY FOR BENEFITS : SUBMIT CLAIM**

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JOE SMITH

Claim Effective Date : 12/03/2006 [Print](#)

Penalties for Falsification

**WARNING**  
**IMPORTANT UNEMPLOYMENT INSURANCE INFORMATION**

I understand that I must report all earnings from employment or self-employment regardless of source, including:

**Benefits Rights and Information**  
For a full description of Benefits, Rights and Information, [click here](#) to read the Claimant Handbook. You may print the handbook if you wish. The Claimant Handbook is available on our website at <http://www.in.gov>. By clicking the button "Yes, I agree-File My Claim" you are agreeing to the responsibilities in the Claimant Handbook and indicating that you understand the Penalties for Falsification above.

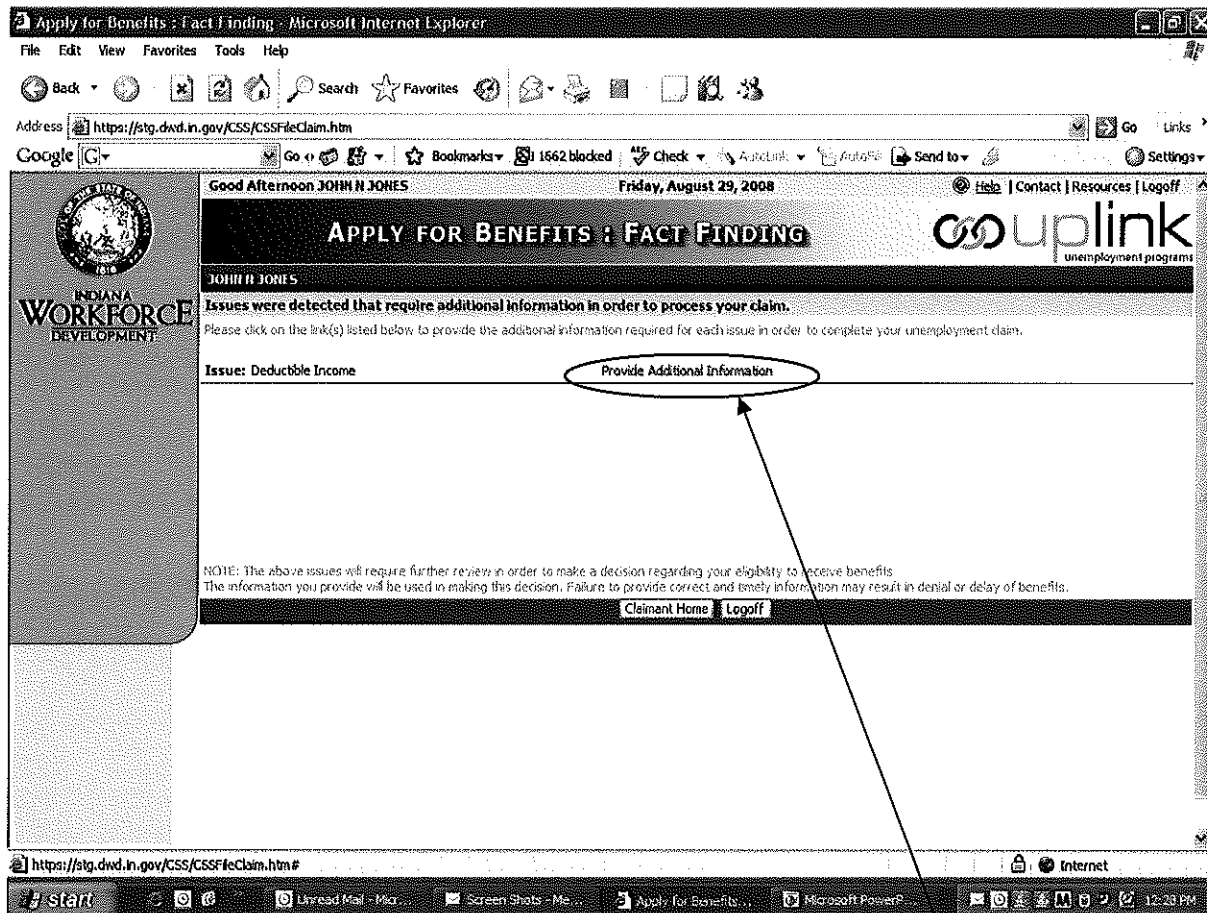
**Terms and Policies**  
1) In applying for unemployment benefits, I understand I am required to read the Claimant Handbook. 2) I understand I must be fully or partially unemployed, able and available to work.

[Back](#) [Yes, I agree - File my Claim](#) [No, I do not agree](#)

start For Follow Up - Mic... CSS complete claim... CSS Training Apply for Benefits... 3:15 PM

You will then be given information regarding Penalties for Falsification (you must use the scroll bar to the right of this section to read all of this very important information), Benefits Rights and Information, and Terms and Policies.

Then you may choose to agree to the information and file your claim, or you may choose not to agree. If you choose not to agree, you will be given information stating your entries will be kept on file for seven days in case you change your mind and decide to file your claim.



Once you complete your regular claim filing process, you will see a link to provide additional information related to issues on your claim. If you will receive vacation or separation pay, you will need to click the link marked "Provide Additional Information."

Dynamic Fact Finding - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites

Address <https://slg.dwd.in.gov/CSS/FactFinding.htm?claimId=354466&issueId=10175539&issueTypeCd=DI&referer=NEWCLAIM&start=true> Go Links

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**INDIANA WORKFORCE DEVELOPMENT**

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In the week for which you are claiming benefits, did you receive any of these payments: vacation pay, holiday pay or severance pay?  
If No, when you completed your claim, you said you were receiving either vacation, holiday or severance pay? Why has your answer changed? (After you answer this question, SKIP to the bottom of the page and click NEXT)

Did you receive, or will you receive, holiday pay? (If NO, SKIP to the bottom of the page and click NEXT)

What employer is paying the holiday pay?

Is the holiday in the week for which you are claiming benefits?

What is your regular rate of pay with this employer?

How many hours a week are you regularly scheduled for with this employer?

What is the gross amount (amount before deductions) of the holiday pay?

Yes ☒  
No ☒

Next  
424

Your answers should match the answers above. Since you are not receiving any holiday pay, you don't have to answer the remaining questions on this page.

Click next (circled) at the bottom of the page to go to the next page.

Dynamic Fact Finding - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Print Mail

Address [https://stg.dwd.in.gov/CSS/FactFinding.htm?page\\_action=submit](https://stg.dwd.in.gov/CSS/FactFinding.htm?page_action=submit) Go Links »

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**INDIANA WORKFORCE DEVELOPMENT**

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Did you receive, or will you receive, vacation pay? (If NO, SKIP to the bottom of the page and click NEXT) Yes ☒

What employer is paying the vacation pay? Monaco Coach

When was it paid to you or when will it be paid to you? 09/05/2008 (MM/DD/YYYY)

When was your last regularly scheduled payday? 09/05/2008 (MM/DD/YYYY)

What is your regular pay schedule? Once a week

If you selected OTHER, please explain.

What was your rate of pay in dollars per hour? \$ 15.00

How many hours a week are you regularly scheduled for with this employer? 40+

What is the total gross amount (amount before deductions) of the vacation pay? \$ 1200

**Next**  
340

Done Internet

start Unread Mail - Mic... Screen Shots - Me... Dynamic Fact Find... Microsoft PowerP... 12:30 PM

Your answers reflect the correct information as it relates to your own situation (employer, pay schedule, pay rate, etc.).

Click Next (circled) at the bottom of the page to continue.

Dynamic Fact Finding - Microsoft Internet Explorer


File Edit View Favorites Tools Help


Back Forward Stop Search Favorites Home Print

Address [https://atg.dwd.in.gov/CSS/FactFinding.htm?page\\_action=submit](https://atg.dwd.in.gov/CSS/FactFinding.htm?page_action=submit) Go Links

Google [Go](#) Bookmarks 1662 blocked Check Autolinks AutoFill Send to Settings

Good Afternoon Friday, August 29, 2008 Help Contact Resources

 INDIANA WORKFORCE DEVELOPMENT



Did you receive, or will you receive, severance pay? (If NO, SKIP to the bottom of the page and click NEXT) ☒ NO ☐ YES

What employer is paying the severance pay?

What was your last day of work for this employer?  (MM/DD/YYYY)

What is your regular rate of pay with this employer?

How many hours a week are you regularly scheduled for with this employer?

What is the total gross amount (amount before any deductions) of the severance pay? \$

When was it paid to you or when will it be paid to you?  (MM/DD/YYYY)

Next  
341

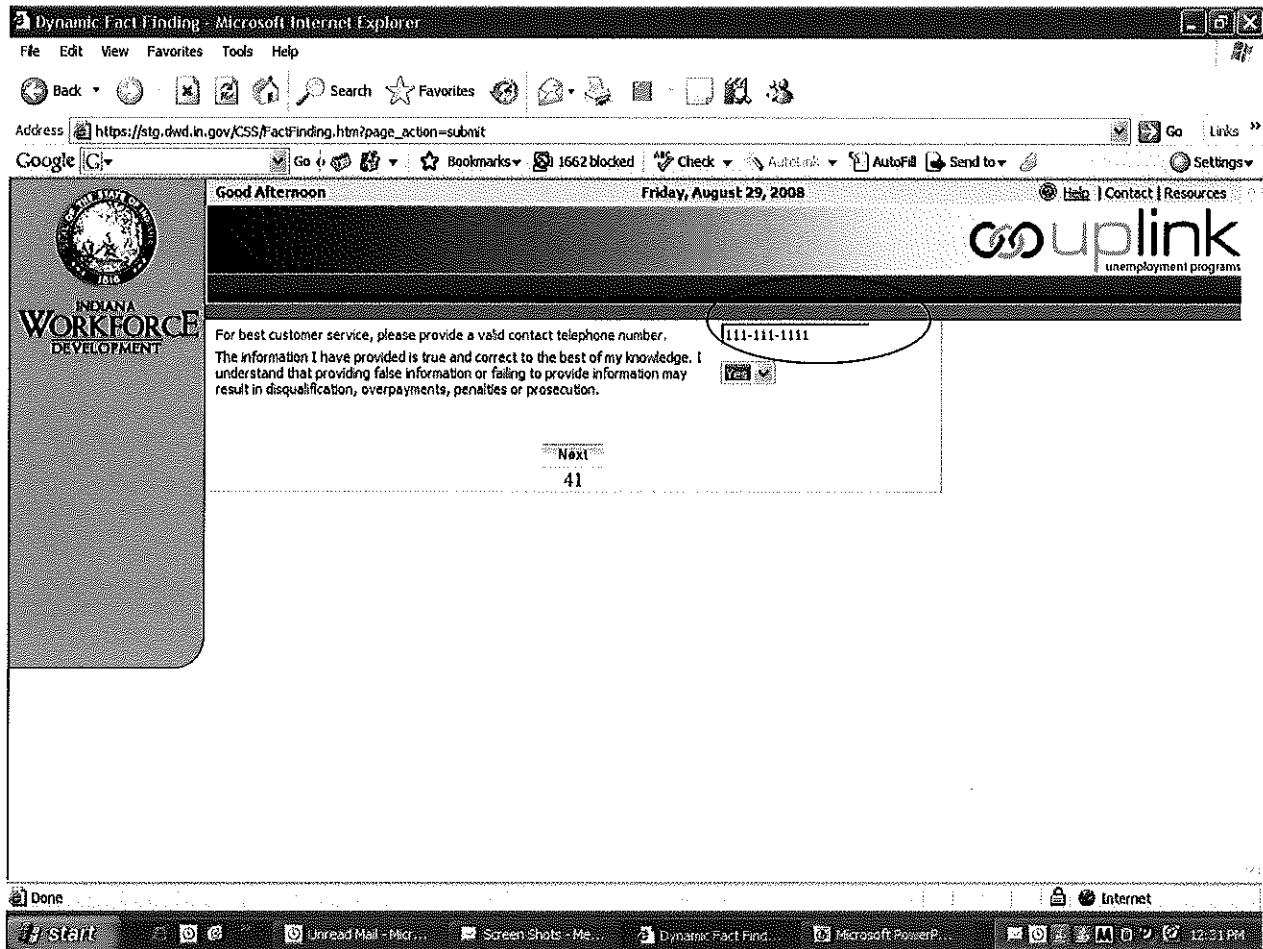
Done Internet

start Unread Mail - Mic... Screen Shots - Me... Dynamic Fact Find... Microsoft PowerP... 12:31 PM

Answer these questions to the best of your ability.

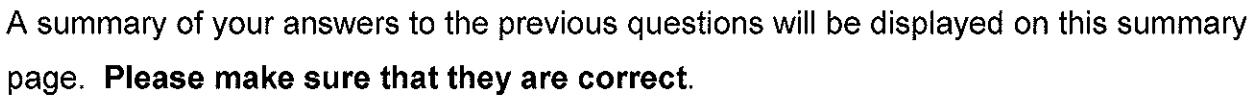
If you answer "No" to the first question, you don't need to answer the remaining questions.

Click Next (circled) to continue.



Enter the phone number where you can best be reached in the circled box. This is the number our staff will use if they need to contact you regarding eligibility for benefits. It's very important that you provide a working number where you can be reached.

Click Next at the bottom of the page to continue.





Dynamic Fact Finding - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Print Mail

Address [https://stg.dwd.in.gov/CSS/FactFinding.htm?page\\_action=submit](https://stg.dwd.in.gov/CSS/FactFinding.htm?page_action=submit) Go Links

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Is the holiday in the week for which you are claiming benefits?	
What is your regular rate of pay with this employer?	
How many hours a week are you regularly scheduled for with this employer?	
What is the gross amount (amount before deductions) of the holiday pay?	
Did you receive, or will you receive, vacation pay? (If NO, SKIP to the bottom of the page and click NEXT)	Y
What employer is paying the vacation pay?	Monaco Coach
When was it paid to you or when will it be paid to you?	09/05/2008
When was your last regularly scheduled payday?	09/05/2008
What is your regular pay schedule?	Once a week
If you selected OTHER, please explain.	
What was your rate of pay in dollars per hour?	15.00
How many hours a week are you regularly scheduled for with this employer?	40 +
What is the total gross amount (amount before deductions) of the vacation pay?	1200
Did you receive, or will you receive, severance pay? (If NO, SKIP to the bottom of the page and click NEXT)	N
What employer is paying the severance pay?	
What was your last day of work for this employer?	
What is your regular rate of pay with this employer?	
How many hours a week are you regularly scheduled for with this employer?	
What is the total gross amount (amount before any deductions) of the severance pay?	
When was it paid to you or when will it be paid to you?	
For best customer service, please provide a valid contact telephone number.	111-111-1111
The information I have provided is true and correct to the best of my knowledge. I understand that providing false information or failing to provide information may result in disqualification, overpayments, penalties or prosecution.	Y

Continue Print

Done

start Unread Mail - Mic... Screen Shots - Me... Dynamic Fact Find... Microsoft PowerP... 12:32 PM

If you'd like to print your summary page, click Print to do so at this time.

When you are finished printing, click Continue at the bottom of the page.


Apply for Benefits : File Claim Confirmation - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Home

Address <https://stg.dwd.in.gov/CSS/CSSConfirmation.htm> Go Links

Google [G](#) Go Bookmarks 1662 blocked Check Autolink Autofill Send to Settings



**INDIANA WORKFORCE DEVELOPMENT**

- Initial Filing
- Employment
- Separation
- Other
- Work Search
- Occupation
- Summary
- Submit
- Confirmation

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## APPLY FOR BENEFITS : FILE CLAIM CONFIRMATION

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**JOHN N JONES**

Your claim has been filed. The provided confirmation number is for tracking purposes. Copy it and keep it in a safe place until you receive your notice of eligibility and your first check payment or a notice of ineligibility. You may want to print this page in order to have the contact information handy.

Confirmation Number: 4836923

DWD Contact Information		DWD Locations	
<b>Mailing Address</b>	<b>Phone Number</b>	<b>TDD for hearing impaired</b>	
Department of Workforce Development 10 North Senate UI Benefits, Indianapolis, IN 46204	For Marion County - 1-317-232-6702 or 1-888-WORKONE (1-888-967-5663)	1-317-232-7560	

**How to claim weeks of Unemployment Insurance**

The State of Indiana pays benefits on a weekly basis. Each benefit week begins on Sunday and ends at midnight the following Saturday. To file your weekly claim, you must file after the end of the week for which you want benefits. You must file within three weeks of the beginning of the week for which you want benefits. You may not be eligible for benefits for a week that is filed late. Every new claim begins with a "waiting week". A waiting week is the first eligible week you claim. Although you will not be paid for this week, you must file a weekly claim for the week you serve only one waiting week for each new benefit year. To file your weekly benefit claim, login to the couplink system using <https://couplink.in.gov> and choose FILE MY WEEKLY CLAIM.

[Print](#) [Claimant Home](#) [Logout](#)

[Go To Job Match](#)

While receiving unemployment insurance benefits you are required to be registered with our job matching service (IC 22-4-14-2). Failure to register with our job matching service within four (4) weeks of filing your claim will cause your benefits to be denied. Please visit <https://www.indianacareerconnect.com/> or report to the WorkOne office in your area to register for work.

start Unread Mail - Mic... Screen Shots - Mic... Apply for Benefits... Microsoft PowerP... Internet 12:33 PM

At this point, your claim has been filed. Click the "Claimant Homepage" link to visit your homepage.

Remember that you still must file vouchers for each week you are unemployed and wish to receive benefits. All benefit weeks end on Saturday. You can file your voucher for the previous week starting each Sunday. See additional handout for weekly voucher filing instructions.

Claimant Homepage - Microsoft Internet Explorer


File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Home Print

Address <https://slg.dwd.in.gov/CSS/Claimant/homePage.htm> Go Links

Google [G](#) Go Bookmarks 1662 blocked Check AutoLock AutoFill Send to Settings

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**CLAIMANT HOMEPAGE** 

JOHN H JONES  
10 N. SENATE AVE. INDIANAPOLIS IN 46217

Overpayment Balance: \$0.00

**CLAIMS**

Program	Start Date	End Date	Maximum Benefits	Weekly Benefits	Paid to Date	Status	View Initial Claim Summary	View Reactivate Claim Summary
UI	08/24/2008	08/22/2009				Pending	<a href="#">View</a>	

**PAYMENTS**

Week End Date	Date Claimed	Date Paid	Amount Paid

**ISSUES DELAYING PAYMENT**

Issue	Effective Date
Deductible Income	08/24/2008

**SMARTLINKS**

Change Personal Info  
Change Password  
Confirmation History

Done Internet

start Unread Mail - Mic... Screen Share - Me... Claimant Homepa... Microsoft PowerP... 12:33 PM

Your claimant homepage will show you claims that you have filed, along with your benefit amount. It will also show you when you've received payments and any issues delaying your payment.

You can return to your homepage whenever you'd like.